

Attorney Docket No. 9259-2

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Bares et al.

U.S. Patent No.: 7,305,345 B2

Application No.: 10/076,963

Issued: December 4, 2007

Filed: February 15, 2002

For: METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR  
PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT  
VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT  
CONVERSATIONS

December 19, 2007

Commissioner for Patents

Attn: Certificate of Correction Branch

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Alexandria, VA 22313-1450

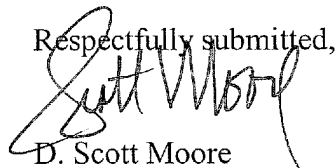
**REQUEST FOR ENTRY OF CERTIFICATE OF CORRECTION UNDER  
No. 35 U.S.C §254 AND 37 C.F.R. §1.322**

Sir:

The Assignee of record for the above-referenced patent hereby requests, pursuant to 35 U.S.C §254 and 37 C.F.R. §1.322, that a Certificate of Correction be issued. This request is made in order to correct the mistakes incurred through the fault of the U.S. Patent and Trademark Office. No fee is believed due. However, the Commissioner is authorized to charge any deficiency or credit any overpayment to Deposit Account No. 50-0220.

The mistakes appearing in the patent are set forth with corrections on the Certificate of Correction enclosed herewith, with an additional copy thereof, and a return post card.

Respectfully submitted,

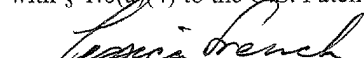


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**CERTIFICATION OF ELECTRONIC TRANSMISSION**

I hereby certify that this correspondence is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4) to the U.S. Patent and Trademark Office on December 19, 2007.



Jessica M. French